



## PATENTS

### UNITED STATES PATENT AND TRADEMARK OFFICE

Application:	09/944,836	Examiner:	Tran, Mylinh
Filed:	08/31/2001	Art Unit:	2179
Inventor:	Burgin, et al.	Atty Ref.:	1160215-0531072
Title:	<b>SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT</b>		

### INFORMATION DISCLOSURE STATEMENT

In accordance with 37 CFR 1.97 and 1.98 Applicant herewith submits certain information that the Patent & Trademark Office may wish to consider in examining the above-identified application. The information is listed on the attached PTO/SB/08A and 08B. Copies of the information are also provided. Pursuant to MPEP 609.04(a) II, no copies are provided herewith of U.S. patents cited. Copies of foreign patents and non-patent literature are provided herewith. Please treat all information as prior art until it is proved otherwise. No representation is made or intended that a prior art search has been made, that better information is available, or that the information qualifies as prior art or is material to patentability.

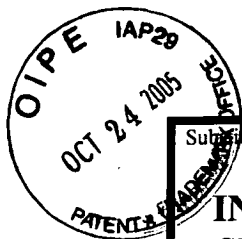
The Commissioner is hereby authorized to charge payment of any fees associated with this communication or credit any overpayment, to Deposit Account No. 06-2226.

Respectfully Submitted,

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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

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*Complete if Known*

Application Number	09/944,836
Filing Date	08/31/2001
First Inventor	Burgin, et al.
Art Unit	2179
Examiner Name	Tran, Mylinh T.
Attorney Docket No.	1160215-0531072

**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number - Kind Code <sup>2</sup> (if known)	Publication Date MM-DD- YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear
		Des. 276,626	12-1984	Lockwood	
		Des. 286,956	12-1986	Lockwood	
		Re. 32,115	04-1986	Lockwood et al.	

**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>3</sup> - Number <sup>4</sup> - Kind Code <sup>5</sup> (if known)	Publication Date MM-DD- YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear	T <sup>6</sup>
		WO 97/44767	11-1997	Cook, et al.		
		WO 98/32107	07-1998	Padwa		
		EP 0 829 996 A2	03-1997	Brown, et al.		
		EP 0 829 996 A3	03-1997	Brown, et al.		
		WO 99/01826	01-1999	Kannan		
		WO 00/29977	05-2000	Mukherjee, et al.		

**OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>6</sup>
		(AUTHOR UNKNOWN); "BEST: Basic Education Software Tool"; Degem Systems	
		LINDSLEY, ORGEN R.; "Precision Teaching: By Teachers for Children"; Teaching	
		Exceptional Children; pp. 10-15; Spring 1990	
		ATTARDI, GIUSEPPE; Cisternino, Antonio; Simi, Maria; "Web-based Configuration	
		Assistants; pp. 1-9	
		LANSFORD, WENDELL; "Real-time, interactive sales and services across the Internet:	
		Optimizing the customer experience", Dialog/Inform(R), XP002949411 2001	

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Applicant's unique citation designation number (optional).

<sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04.

<sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

<sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

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